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FOR IMMEDIATE RELEASE

**PSC REINSTATES ALL REPORTING REQUIREMENTS
ON SERVICE QUALITY**

LINCOLN – An announcement last week by Alltel, the state's second largest local telephone service provider, that it would eliminate its local call center and 160 jobs has triggered the Nebraska Public Service Commission to reinstate monthly reporting requirements by the company on its service.

In a public meeting held on May 7, the Commission said that because of the announced closing of the call center and the accompanying loss of jobs including technicians "the Commission has a heightened concern that the quality of service provided by Alltel will not meet the expectations of the Commission."

The meeting, which was conducted by video conferencing, began at 1:30 p.m. Commissioner Frank Landis of Lincoln said, "Alltel has promised that it will continue to give good service, and we intend to hold them to that promise."

Following a public hearing in June 2001, held as a result of consumer complaints about Alltel's service, the Commission required Alltel to report monthly on 12 performance measurements covering such categories as speed of answer for directory and operator services, answering residence and business calls to the company within 20 seconds, and meeting installation commitments.

When the Commission lifted the reporting requirements last October, it declared that the reports could be reinstated at the discretion of the Commission. “Alltel’s service quality standards have not been evaluated long enough to set aside concerns they have raised by closing the Lincoln Service Center,” said Commissioner Anne Boyle. The reports call for Alltel to pay for the costs of any audits done by the Commission.

A change in the monthly reporting, however, will require Alltel to meet the 12 service quality benchmarks each month, rather than on a rolling average as during the previous reporting period. A Commission order stated, “The Commission will fine Alltel for any violations of these benchmarks in an amount not to exceed \$10,000 for each violation per day up to \$2 million dollars for each violation per year pursuant to Neb. Rev. Stat. § 75-156.”

The new reporting requirement will lapse after 12 months “unless the Commission enters an order extending this time period,” the PSC said.

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